

Abstract

A system is provided for a remote user having access to a remote voice communication system at a first location to implement user-defined features in an integrated communications platform at a second location. The system includes a personal assistant (PA) for implementing user-defined features on the integrated communications platform, and an Internet-enabled appliance having a remote policy application (RPA) for communicating user authentication and location information to the personal assistant (PA) over the Internet. In response, the personal assistant (PA) establishes a voice connection over the Public Switched Telephone Network (PSTN) between said the integrated communications platform and the remote voice communication system thereby enabling remote access to the user-defined features.